




REPUBLIC OF THE PHILIPPINES
METROPOLITAN NAGA WATER DISTRICT
40 J. MIRANDA AVENUE, NAGA CITY

COMMERCIAL SERVICES DEPARTMENT

PROCEDURES AND WORK INSTRUCTIONS MANUAL (PAWIM)

(CSDPW04) METER READING AND BILL SERVING

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1. PURPOSE

1.1.This document describes the PAWIM for Meter Reading and Billing as one of the support processes of the MNWD core process

1.2.The objectives of the Meter Reading and Billing processes are:

1.2.1. To conduct “on-site” meter reading and serving of bills in an accurate and timely manner;

1.2.2. To ensure security of customer’s database program that contains customer’s information, billing and payment records;

2. SCOPE

This procedure will apply to the MNWD – Quality Management System on one support process which is the Meter Reading and Billing, which focuses on the:

2.1.Meter reading and bill serving process

2.2.Billing and other associated processes

3. DEFINITION OF TERMS & ACRONYMS

Refer to “[Annex A](#)” for Definition of Terms and Acronyms

4. RESPONSIBILITIES

4.1.METER READING SECTION

4.1.1. Ensure accurate and efficient meter reading and on time bill serving;

4.2.BILLING SECTION

4.2.1. Maintain and secure customers database program that contains customer’s information, billing and payment records;

4.2.2. Ensure accurate monthly water bill data, payment and other related account transactions;


4.2.3. Responsible for the reconciliation of customers and other accounts receivables;

5. PROCEDURES

This section describes the procedures involved in one of the support processes of the District which is the Meter Reading and Billing

5.1.METER READING & BILL SERVING ([Figure 1](#))

5.1.1. Personnel-in-charge shall download the assigned meter reading data to the meter reading device based on the meter reading schedule of the day;

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- 5.1.2. Personnel-in-charge shall endorse the meter reading device to the assigned meter reader;
- 5.1.3. Meter reader shall evaluate correctness of meter reading data uploaded to the meter reading device by printing a sample water bill, ensuring that the reading date, due date, and disconnection date are accurate as scheduled;
- 5.1.4. The meter reader shall conduct “on-site” meter reading and bill serving to the assigned area, ensuring that all assigned water service connection accounts are read and billed within the day;
- 5.1.5. Upon completion, the meter reader shall submit DAR, prints daily meter reading report, submit it to the assigned billing clerk and endorsed the meter reading device to the personnel-in-charge of uploading of meter reading data within the day;
- 5.1.6. Personnel-in-charge shall upload the updated meter reading data from the meter reading device to the Billing and Collection System;

5.2.BILLING ([Figure 2](#))

- 5.2.1. Billing Clerk shall conduct individual evaluation of customer’s billing data before posting at the Billing and Collection Program; if there is a possible billing discrepancy, the following steps will be followed;
 - Billing clerk shall submit list of accounts to the personnel in-charge of FS for issuance of various AIO’s which shall be subsequently forwarded to the personnel in-charge of IIS;
 - Personnel-in-charge of IIS shall conduct verification and indicate his findings at the issued AIO which will be the basis for updating;
 - Billing clerk shall update the concerned customers ledger, if necessary;
 - Billing clerk shall prepare and submit Billing Adjustment Memo (BAM) and Notice of Adjusted Billing (NAB) subject for approval of SUCSO and the GM;
- 5.2.2. Billing clerk shall prepare and submit DBSR within three (3) working days after reading date;

6. RELATED FORMS AND TEMPLATES

- 6.1.Daily Accomplishment Report Form – “[CSDF02](#)”
- 6.2.Daily Meter Reading Report – “[CSDF13](#)”
- 6.3.Daily Billing Summary Report – “[CSDF14](#)”
- 6.4.Billing Adjustment Memo (BAM) – “[CSDF12](#)”
- 6.5.Notice of Adjusted Billing (NAB) – “[CSDF11](#)”
- 6.6.Assignment Implementation Order (AIO) – “[CSDF01](#)”

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	GLOSSARY OF TERMS	Effectivity Date:	March 2017
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TERMS	DEFINITION
AIO	ASSIGNMENT IMPLEMENTATION ORDER
NWSCA	NEW WATER SERVICE CONNECTION APPLICATION
FUS	FOLLOW-UP SLIP
RS	ROUTE SLIP
IIS	INSPECTION AND INVESTIGATION SECTION
WDRD	WATER DISTRIBUTION AND RESTORATION DIVISION
CS PROGRAM	CUSTOMER SERVICE PROGRAM
DMA	DIVISION MANAGER A
DBSR	DAILY BILLING SUMMARY OF REPORT
BAM	BILLING ADJUSTMENT MEMO
NAB	NOTICE OF ADJUSTED BILLING
DAILY METER READING REPORT	REFERS TO THE REPORT GENERATED BY THE METER READING DEVICE INDICATING THE LIST OF ALL WATER SERVICE CONNECTION ACCOUNTS READ AND BILLED WITHIN THE DAY IN THE ASSIGNED AREA
CDS	COLLECTION AND DISCONNECTION SECTION
CSS	CUSTOMER SERVICE SECTION
AFR	APPLICATION FOR RECONNECTION
AFD	APPLICATION FOR DISCONNECTION
DISCONNECTION	REFERS TO THE CUTTING OF WATER SERVICE CONNECTION THRU INSTALLATION OF SEAL ON THE ANGLE VALVE WITH LOCK WING ORE THRU RECOVERY OF THE WATER METER OF CONCESSIONAIRE
RECONNECTION	REFERS TO THE RESTORATION OF WATER SERVICE CONNECTION THRU FULL PAYMENT OF ARREARS AND RECONNECTION FEE
REOPENING	REFERS TO THE REINSTALLATION OF METER / DISMANTLING OF LOCK WING SEAL OF WATER SERVICE CONNECTIONS CLOSED/DISCONNECTED WITHIN FORTY-EIGHT (48) HOURS UPON FULL PAYMENT OF ARREARS
OR	OFFICIAL RECEIPT
OGM	OFFICE OF THE GENERAL MANAGER



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FLOWCHART

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